California Department of Public Health   Office of AIDS

ADAP Update for Enrollment Workers

October 12, 2017, Notice #50

Contact Information
ADAP Call Center Open 8 a.m. to 5 p.m. Monday through Friday. Toll-Free Phone: (844) 421-7050 Fax: (844) 421-8008 Mailing Address: CDPH P.O. Box 997426 Mail Stop 7704 Sacramento, CA 95899
ADAP Enrollment System IT Support Open 8 a.m. to 5 p.m. Monday through Friday. Toll-Free Phone: (844) 421-5091
Magellan Call Center Open 24 hours a day, 7 days a week. Toll-Free Phone: (800) 424-5906
Pool Administrators Inc. (PAI) Open 8 a.m. to 5 p.m. Monday through Friday. Toll-Free Phone: (877) 495-0990

Updates

The California Department of Public Health (CDPH) is committed to providing excellent customer service to its ADAP clients. Thank you for your instrumental work to implement the process to ensure our clients are enrolled in the program and receiving life-saving medication.

ADAP Enrollment System (AES) Release

On October 10, the Office of AIDS (OA) sent enrollment workers an email regarding the new functionality available in the AES effective Wednesday, October 11. Attached to the email was the "Navigating the AES for ADAP EWs; Release 8.1, October 11" job aid. The following functionality is now available:

- Ability to capture the client's preferred language on the Demographics Tab. The client's preferred language can be found on the Demographics Tab and Client Profile Page of the AES.

Please contact your ADAP Advisor if you have any questions.

Covered California Open Enrollment Period

The Covered California open enrollment period for 2018 coverage is November 1, 2017, through January 31, 2018. CDPH will mail letters regarding open enrollment to existing OA-HIPP clients that are enrolled in Covered California and ADAP clients that do not have health coverage. A Management Memorandum will be provided to enrollment workers regarding the Covered California open enrollment period and OA-HIPP program requirements. Enrollment workers will receive a copy of the letters and the Management Memorandum prior to mailing.

Reminder: Client Eligibility End Dates

It is critical that enrollment workers reach out to clients to re-enroll and recertify them in a timely manner, so their eligibility is extended to their next recertification or re-enrollment date. Enrollment workers should utilize the Client Dashboard in the AES to view clients at their site with expiring or expired eligibility.

For More Information

Thank you for your partnership and commitment to the health and safety of Californians living with HIV. With your work, we seek to make sure all eligible ADAP clients get the life-saving medication they need. We welcome and value your feedback. Please contact your ADAP Advisor with any suggestions, questions, or concerns.